



Senate

General Assembly

File No. 336

January Session, 2011

Substitute Senate Bill No. 1065

Senate, April 4, 2011

The Committee on Human Services reported through SEN. MUSTO of the 22nd Dist., Chairperson of the Committee on the part of the Senate, that the substitute bill ought to pass.

AN ACT CONCERNING FEAR OF RETALIATION TRAINING IN NURSING HOME FACILITIES.

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. Subsection (b) of section 17b-403 of the general statutes is
2 repealed and the following is substituted in lieu thereof (*Effective*
3 *October 1, 2011*):

4 (b) The State Ombudsman shall serve on a full-time basis, and shall
5 personally or through representatives of the office:

6 (1) Identify, investigate and resolve complaints that:

7 (A) Are made by, or on behalf of, residents or, as to complaints
8 involving the application for admission to a long-term care facility, by
9 or on behalf of applicants; and

10 (B) Relate to action, inaction or decisions that may adversely affect
11 the health, safety, welfare or rights of the residents, including the
12 welfare and rights of the residents with respect to the appointment and

13 activities of guardians and representative payees, of (i) providers or
14 representatives of providers of long-term care services, (ii) public
15 agencies, or (iii) health and social service agencies;

16 (2) Provide services to protect the health, safety, welfare and rights
17 of the residents;

18 (3) Inform the residents about means of obtaining services provided
19 by providers or agencies described in subparagraph (B) of subdivision
20 (1) of this subsection or services described in subdivision (2) of this
21 subsection;

22 (4) Ensure that the residents and, as to issues involving applications
23 for admission to long-term care facilities, applicants have regular and
24 timely access to the services provided through the office and that the
25 residents and complainants receive timely responses from
26 representatives of the office to complaints;

27 (5) Represent the interests of the residents, and of applicants in
28 relation to issues concerning applications to long-term care facilities,
29 before governmental agencies and seek administrative, legal and other
30 remedies to protect the health, safety, welfare and rights of the
31 residents;

32 (6) Provide administrative and technical assistance to
33 representatives to assist the representatives in participating in the
34 program;

35 (7) (A) Analyze, comment on and monitor the development and
36 implementation of federal, state and local laws, regulations, and other
37 governmental policies and actions that pertain to the health, safety,
38 welfare and rights of the residents with respect to the adequacy of
39 long-term care facilities and services in this state and to the rights of
40 applicants in relation to applications to long-term care facilities;

41 (B) Recommend any changes in such laws, regulations, policies and
42 actions as the office determines to be appropriate; and

43 (C) Facilitate public comment on the laws, regulations, policies and
44 actions;

45 (8) Advocate for:

46 (A) Any changes in federal, state and local laws, regulations and
47 other governmental policies and actions that pertain to the health,
48 safety, welfare and rights of residents with respect to the adequacy of
49 long-term care facilities and services in this state and to the health,
50 safety, welfare and rights of applicants which the State Ombudsman
51 determines to be appropriate;

52 (B) Appropriate action by groups or agencies with jurisdictional
53 authority to deal with problems affecting individual residents and the
54 general resident population and applicants in relation to issues
55 concerning applications to long-term care facilities; and

56 (C) The enactment of legislative recommendations by the General
57 Assembly and of regulatory recommendations by commissioners of
58 Connecticut state agencies;

59 (9) (A) Provide for training representatives of the office;

60 (B) Promote the development of citizen organizations to participate
61 in the program; and

62 (C) Provide technical support for the development of resident and
63 family councils to protect the well-being and rights of residents;

64 (10) Coordinate ombudsman services with the protection and
65 advocacy systems for individuals with developmental disabilities and
66 mental illnesses established under (A) Part A of the Development
67 Disabilities Assistance and Bill of Rights Act (42 USC 6001, et seq.), and
68 (B) The Protection and Advocacy for Mentally Ill Individuals Act of
69 1986 (42 USC 10801 et seq.);

70 (11) Coordinate, to the greatest extent possible, ombudsman services
71 with legal assistance provided under Section 306(a)(2)(C) of the federal

72 Older Americans Act of 1965, (42 USC 3026(a)(2)(C)) as amended from
 73 time to time, through the adoption of memoranda of understanding
 74 and other means;

75 (12) Create, and periodically update as needed, a training manual
 76 that provides guidance on structuring and implementing the fear of
 77 retaliation training required by section 2 of this act for use by nursing
 78 home facilities;

79 [(12)] (13) Provide services described in subdivisions (1) to [(11)]
 80 (12), inclusive, of this subsection, to residents under age sixty living in
 81 a long-term care facility, if (A) a majority of the residents of the facility
 82 where the younger person resides are over age sixty and (B) such
 83 services do not weaken or decrease service to older individuals
 84 covered under this chapter; and

85 [(13)] (14) Carry out such other activities and duties as may be
 86 required under federal law.

87 Sec. 2. (NEW) (*Effective October 1, 2011*) Each nursing home facility,
 88 as defined in section 19a-521 of the general statutes, shall annually
 89 provide a minimum of one hour of training to all employees of the
 90 nursing home facility concerning residents' fear of retaliation,
 91 including discussion of (1) residents' rights to file complaints and voice
 92 grievances, (2) examples of what might constitute or be perceived as
 93 employee retaliation against residents, and (3) methods of preventing
 94 employee retaliation and alleviating residents' fear of retaliation.

This act shall take effect as follows and shall amend the following sections:		
Section 1	October 1, 2011	17b-403(b)
Sec. 2	October 1, 2011	New section

Section 1	October 1, 2011	17b-403(b)
Sec. 2	October 1, 2011	New section

AGE *Joint Favorable Subst. C/R* **HS**

HS *Joint Favorable*

The following Fiscal Impact Statement and Bill Analysis are prepared for the benefit of the members of the General Assembly, solely for purposes of information, summarization and explanation and do not represent the intent of the General Assembly or either chamber thereof for any purpose. In general, fiscal impacts are based upon a variety of informational sources, including the analyst's professional knowledge. Whenever applicable, agency data is consulted as part of the analysis, however final products do not necessarily reflect an assessment from any specific department.

OFA Fiscal Note***State Impact:*** None***Municipal Impact:*** None***Explanation***

The bill has no fiscal impact as it specifies training requirements for nursing home employees, which is not anticipated to impact state payments to nursing homes.

The Out Years***State Impact:*** None***Municipal Impact:*** None

OLR Bill Analysis**sSB 1065*****AN ACT CONCERNING FEAR OF RETALIATION TRAINING IN NURSING HOME FACILITIES.*****SUMMARY:**

This bill requires each nursing home and residential care home to provide at least one hour of training annually to its employees on residents' fear of retaliation. The training must include a discussion of (1) residents' rights to file complaints and voice grievances, (2) examples of what might constitute or be perceived as employee retaliation against residents, and (3) methods of preventing employee retaliation and alleviating residents' fear of retaliation.

The bill expands the role of the state long-term care ombudsman, requiring him or her to create and periodically update, as needed, a training manual to provide guidance in structuring and implementing the training.

EFFECTIVE DATE: October 1, 2011

COMMITTEE ACTION**Aging Committee**

Joint Favorable Substitute Change of Reference

Yea 8 Nay 3 (03/10/2011)

Human Services Committee

Joint Favorable

Yea 12 Nay 6 (03/22/2011)